Company Name:	Sierra Telephone	U#: 1016-C	Report Year:	2020
Reporting Unit Type:		Reporting Unit Name:	Total Company	

	Measurement (Con	npile monthly, file quarterly)		Date filed (05/15/19) 1st Quarter			Date filed (08/15/19) 2nd Quarte	r		Date filed (11/15/19) 3rd Quarter	•		Date filed (02/15/20) 4th Quarte	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
lmata	llation Interval	Total # of business days	49.28	190.30	295.20		_				-			
		Total # of service orders	58	111	129									
IVIII.	standard = 5 bus. days	Avg. # of business days	0.85	1.71	2.29									
		Total # of installation commitments	133	167	164									
	Ilation Commitment	Total # of installation commitment met	133	167	164									
	standard = 95% commitment	Total # of installation commitment missed												
met		% of commitment met	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Cust	omers	Acct # for voice or bundle, res+bus	13216	13162	13153									
	omer Trouble Report													
		Total # of working lines	15236	15243	15218									
	6% (6 per 100 working lines	Total # of trouble reports	70	60	76									
ard	for units w/ ≥ 3,000 lines)	% of trouble reports	0.46	0.39	0.50	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
ğ	8% (8 per 100 working lines)	Total # of working lines												1
ţar		Total # of trouble reports												1
	for units w/ 1,001 - 2,999 lines)	% of trouble reports												1
Min.	10% (10 per 100 working lines	Total # of working lines												
_	10% (10 per 100 working lines T	Total # of trouble reports												
		% of trouble reports												
	Т	Total # of outage report tickets	18	19	16									
۸ ما ناب	atad	Total # of repair tickets restored in ≤ 24hrs	18	19	16									
Adju	sted of Service Report	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00				#DIV/0!	#DIV/0!	#DIV/0!			
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	147:21	106:26	81:19									
IVIII 1.	Standard = 90% Within 24 hrs	Avg. outage duration (hh:mm)	8:11	5:36	5:40									
		Indicate if catastrophic event is in month												
		Total # of unadjusted outage report tickets	44	39	45									
Unac	ljusted	Total # of all repair tickets restored in ≤ 24hrs	40	32	39									
Out o	of Service Report	% of repair tickets restored ≤ 24 Hours	90.91	82.05	86.67									
		Sum of the duration of all outages (hh:mm)	1080:42	726:38	540:27									
		Avg. unadjusted outage duration (hh:mm)	24:33	18:37	12:00									
Refu	nds	Number of customers who received refunds	0	0	0									
iteru	nus	Monthly amount of refunds	0	0	0									
Angres	or Time (Trouble Deports "TD" Dilling 9												,	
Non-R	er Time (Trouble Reports "TR", Billing & illing) Min. standard = 80% of calls ≤ 60	Total # of calls for TR, Billing & Non-Billing	5171	3445	5464									
	ds to reach live agent (w/ a menu option	Total # of call seconds to reach live agent	5026	3376	5309									
	ch live agent)	% ≤ 60 seconds	97.20%	98.00%	97.16%									

Primary Utility Contact Information

Company Name:	Sierra Telephone	U#: <u>10</u> 1	16-C Report Year:	2020
Reporting Unit Type:	_	Reporting Unit	t Name: OKHRCAXA (Host)	

	Measurement (Comp	oile monthly, file quarterly)		Date filed (05/15/19) Ist Quarter			Date filed (08/15/19) 2nd Quarte	r	;	Date filed (11/15/19) 3rd Quarte	r		Date filed (02/15/20) 4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1 4 -	allation Interval	Total # of business days	26.12	90.83	117.96									
		Total # of service orders	35	54	56									
IVIII.	standard = 5 bus. days	Avg. # of business days	0.75	1.68	2.11									
		Total # of installation commitments	68	76	76									
	allation Commitment	Total # of installation commitment met	68	76	76									
	standard = 95% commitment	Total # of installation commitment missed	0	0	0									
met		% of commitment met	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Cust	omers	Acct # for voice or bundle, res+bus	6579	6548	6534									
	omer Trouble Report													
	1	Total # of working lines	7604	7602	7588									
	6% (6 per 100 working lines	Total # of trouble reports	24	30	37									
5	for units w/ ≥ 3,000 lines)	% of trouble reports	0.32	0.39	0.49	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
ğ	8% (8 per 100 working lines	Total # of working lines												
tar		Total # of trouble reports												
	for units w/ 1,001 - 2,999 lines)	% of trouble reports												
M in	400/ /40 400	Total # of working lines												
~	10% (10 per 100 working lines Tunits w/ \leq 1 000 lines)	Total # of trouble reports												
	for units w/ \(\sigma\) 1,000 lines)	% of trouble reports												
	7 %	Total # of outage report tickets	5	11	5									
A:	ata d	Total # of repair tickets restored in ≤ 24hrs	5	11	5									
Adju		% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	of Service Report standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	52:20	34:30	14:11									
IVIII.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	10:28	3:50	2:50									
		Indicate if catastrophic event is in month												
		Total # of unadjusted outage report tickets	14	22	22									
Unac	djusted	Total # of all repair tickets restored in ≤ 24hr	12	20	18									
Out	of Service Report	% of repair tickets restored ≤ 24 Hours	85.71	90.91	81.82	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	707:50	191:55	298:23									
		Avg. unadjusted outage duration (hh:mm)	50:33	8:43	13:33									
Refu	inde	Number of customers who received refunds	0	0	0		0	0	0	0	0			
Neiu	ilius	Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	
A no	er Time (Trouble Reports "TR", Billing &					_								
	er Time (Trouble Reports "TR", Billing & Billing) Min. standard = 80% of calls ≤ 60	Total # of calls for TR, Billing & Non-Billing	5171	3445	5464								 '	
	ds to reach live agent (w/ a menu option	Total # of call seconds to reach live agent	5026	3376	5309								 '	
	ch live agent)	% ≤ 60 seconds	97.20%	98.00%	97.16%								<u> </u>	

Primary Utility Contact Information

Company Name:	Sierra Telephone	U#: 1016-C	Report Year:	2020
Reporting Unit Type:		Reporting Unit Name	: BSLKCAXF	

	Measurement (Comp	oile monthly, file quarterly)		Date filed (05/15/19) 1st Quarter			Date filed (08/15/19) 2nd Quarte	r		Date filed (11/15/19) 3rd Quarte	r		Date filed (02/15/20) 4th Quarte	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	0.00	2.14	0.00									1
	Illation Interval	Total # of service orders	1	3	2									1
Min.	standard = 5 bus. days	Avg. # of business days	0.00	0.71	0.00									1
_		Total # of installation commitments	4	5	2									
	Illation Commitment	Total # of installation commitment met	4	5	2									
	standard = 95% commitment	Total # of installation commitment missed	·	Ü										
met		% of commitment met	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Cust	omers	Acct # for voice or bundle, res+bus	461	455	454	#B1770.	#B1770:	#B1770:	WDIVIO.	WDIV/O.	#BIV/O.	#B1770:	WDIV/O.	#51770:
	omer Trouble Report	. test ii iei voido di bariaio, roo ibad	.01	.00	101									
3431	<u>'</u>	Total # of working lines												
	6% (6 per 100 working lines	Total # of trouble reports												
5	for units w/ ≥ 3,000 lines)	% of trouble reports												
da		Total # of working lines												
an	8% (8 per 100 working lines	Total # of trouble reports												
	for units w/ 1,001 - 2,999 lines)	% of trouble reports												
Min.	0% (10 per 100 working lines	Total # of working lines	493	495	494									
	0% (10 per 100 working lines -	Total # of trouble reports	3	1	2									
	for units w/ ≤ 1,000 lines)	% of trouble reports	0.61	0.20	0.40		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of outage report tickets	0.01	1	2.10	#B1170.	#B1470.	#B1770.	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	#B1170.	#B1070.	0		
		Total # of repair tickets restored in < 24hrs	0	1	2							0	0	
Adju		% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00							· ·		
	of Service Report	Sum of the duration of all outages (hh:mm)	0	5:46	7:60									
Min.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	0	5:43	3:33									
		Indicate if catastrophic event is in month	Ŭ	0.40	0.00									
		Total # of unadjusted outage report tickets												
Unac	djusted	Total # of all repair tickets restored in < 24hr	s											
	of Service Report	% of repair tickets restored ≤ 24 Hours	#DIV/0!	#DIV/0!	#DIV/0!									
Cut	or convice respons	Sum of the duration of all outages (hh:mm)												
		Avg. unadjusted outage duration (hh:mm)												
<u> </u>		Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	(
Refu	nds	Monthly amount of refunds	0	0	0	0	0	0	0	0			0	,
-		,	O	U _I	0				0	0				
Answe	er Time (Trouble Reports "TR", Billing &	Total # of calls for TR, Billing & Non-Billing				l								
I TOIL D	ming with standard - 00 /0 or oallo = 00	Total # of call seconds to reach live agent												
	ds to reach live agent (w/ a menu option	% ≤ 60 seconds												
to read	ch live agent)	70 Z 00 00001140				1	l .						l	<u> </u>

Primary Utility Contact Information

Company Name:	Sierra Telephone	U#: <u>1016-C</u>	Report Year:	2020
Reporting Unit Type:		Reporting Unit Nar	ne: MRPSCAXF	

	Measurement (Con	npile monthly, file quarterly)		Date filed (05/15/19) 1st Quarter			Date filed (08/15/19) 2nd Quarte	r		Date filed (11/15/19) 3rd Quarter			Date filed (02/15/20) 4th Quarte	
			Jan	Feb	Mar	Apr	Mav	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	16.07	62.62	91.79		,			9				
	allation Interval	Total # of service orders	10	28	39									†
Min.	standard = 5 bus. days	Avg. # of business days	1.61	2.24	2.35									
		Total # of installation commitments	34	41	46									
	allation Commitment	Total # of installation commitment met	34	41	46									
	standard = 95% commitment	Total # of installation commitment missed	0	0	0									†
met		% of commitment met	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Cust	omers	Acct # for voice or bundle, res+bus	3454	3452	3445									
	omer Trouble Report													†
	004 40 400 41 11	Total # of working lines	3525	3529	3539									†
	6% (6 per 100 working lines	Total # of trouble reports	26	8	20									
Standard	for units w/ ≥ 3,000 lines)	% of trouble reports	0.74	0.23	0.57	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0
بق	00/ /0 nor 100 working lines	Total # of working lines												
ţa	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines	Total # of trouble reports												
	for units w/ 1,001 - 2,999 lines)	% of trouble reports												
Min. (Total # of working lines												
_	for units w/ ≤ 1,000 lines)	Total # of trouble reports												
	ior units w/ \(\sigma\) 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	7	1	6									
ا الله	sted	Total # of repair tickets restored in ≤ 24hrs	7	1	6									
•	of Service Report	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	48:27	16:60	48:26									
IVIII I.	Standard = 90 % Within 24 his	Avg. outage duration (hh:mm)	6:55	16:60	8:40									
		Indicate if catastrophic event is in month												
		Total # of unadjusted outage report tickets	17	3	12									
	djusted	Total # of all repair tickets restored in ≤ 24hrs	16	3	12									
Out o	of Service Report	% of repair tickets restored ≤ 24 Hours	94.12	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0
		Sum of the duration of all outages (hh:mm)	150:34	36:70	66:40									
		Avg. unadjusted outage duration (hh:mm)	8:51	12:20	5:33									
Refu	inds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	· ·		1
		Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	(
Δnew.	er Time (Trouble Reports "TR" Billing &						1	1					1	
Non-B	Billing) Min. standard = 80% of calls ≤ 60	Total # of calls for TR, Billing & Non-Billing												
	ds to reach live agent (w/ a menu option	Total # of call seconds to reach live agent												
o read	ch live agent)	% ≤ 60 seconds						1						

Primary Utility Contact Information

Company Name:	Sierra Telephone	U#: <u>1016-C</u>	Report Year:	2020
Reporting Unit Type:		Reporting Unit Name:	MRPSCAXG	

	Measurement (Comp	oile monthly, file quarterly)		Date filed (05/15/19) 1st Quarter			Date filed (08/15/19) 2nd Quarte	r		Date filed (11/15/19) 3rd Quarte	r		Date filed (02/15/20) 4th Quarter	
		<u> </u>	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	7.04	18.77	69.57			0 0.11		- · · · · · · · · · · ·				
	allation Interval	Total # of service orders	10	21	26									
Min.	standard - 5 hijs days	Avg. # of business days	0.70	0.89	2.68									
		Total # of installation commitments	22	36	31									
	allation Commitment	Total # of installation commitment met	22	36	31									
	standard = 95% commitment	Total # of installation commitment missed	0	0	0									
met		% of commitment met	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Cust		Acct # for voice or bundle, res+bus	1939	1930	1943	#BIV/0.	#B1 V/O:	#B1770:	"DIVIO.	WDIV/O.	WBIV/O.	1057	1054	1047
	tomer Trouble Report	rest in ter voice of building records	1000	1000	1040							1007	1004	1.547
Just	<u>'</u>	Total # of working lines												
	6% (6 per 100 working lines	Total # of trouble reports												
5	Ifor linits W/ > 3 (100) lines)	% of trouble reports												
da	8% (8 per 100 working lines	Total # of working lines	2574	2577	2560									
Ē		Total # of trouble reports	12	15	11									
	ITOT LINITS W/ 1 CICL - 2 999 lines	% of trouble reports	0.47	0.58	0.43	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Min.	10% (10 per 100 working lines	Total # of working lines	5111	0.00	00									
2	r units w/ < 1 000 lines	Total # of trouble reports												
	for units w/ ≤ 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	3	1	1									
		Total # of repair tickets restored in < 24hrs	3	1	1									
Adju		% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	#DIV/0!	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	of Service Report	Sum of the duration of all outages (hh:mm)	24:37	4:32	1:0									
Mın.		Avg. outage duration (hh:mm)	8:12	4:32	1:0									
		Indicate if catastrophic event is in month												
		Total # of unadjusted outage report tickets	8	8	6									
Unad	djusted	Total # of all repair tickets restored in ≤ 24hr	7	3	5									
Out	of Service Report	% of repair tickets restored ≤ 24 Hours	87.50	37.50	83.33	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	•	Sum of the duration of all outages (hh:mm)	192:46	446:51	88:33									
		Avg. unadjusted outage duration (hh:mm)	24:50	55:51	14:45									
Date		Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	(
Refu	inas	Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	C
												•	•	-
Answ	er Time (Trouble Reports "TR", Billing &	Total # of calls for TR, Billing & Non-Billing												
14011 2	Billing) Min. standard = 80% of calls ≤ 60 ds to reach live agent (w/ a menu option	Total # of call seconds to reach live agent												
	ch live agent)	% ≤ 60 seconds												
	3 . ,							ı.						-

Primary Utility Contact Information

Company Name:	Sierra Telephone	U#: 1016-C	Report Year:	2020
Reporting Unit Type:		Reporting Unit Name	: YMLPCAXF	

	Measurement (Comp	oile monthly, file quarterly)		Date filed (05/15/19) 1st Quarter			Date filed (08/15/19) 2nd Quarte	r		Date filed (11/15/19) 3rd Quarter	•		Date filed (02/15/20) 4th Quarte	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Hatlan Internal	Total # of business days	0.05	15.94	15.88		,				•			
	Illation Interval	Total # of service orders	2	5	6									
win.	standard = 5 bus. days	Avg. # of business days	0.02	3.19	2.65									
		Total # of installation commitments	5	9	9									
	Illation Commitment	Total # of installation commitment met	5	9	9									
	standard = 95% commitment	Total # of installation commitment missed	<u> </u>		<u> </u>									
met		% of commitment met	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Cust	omers	Acct # for voice or bundle, res+bus	783	777	777	#BIV/0.	#BIV/0:	#B1770:	#B1470:	#B1 V/O.	#BIV/0:	#B1770.	WDIV/O.	#51770.
	omer Trouble Report	rest in ter voice of burials, rest bus	, 00		.,,									+
Just	<u>'</u>	Total # of working lines						 						+
	6% (6 per 100 working lines	Total # of working lines Total # of trouble reports						 						+
5	for units w/ ≥ 3,000 lines)	% of trouble reports												+
da	8% (8 per 100 working lines	Total # of working lines	1040	1040	1037									+
ä		Total # of trouble reports	5	6	6									+
	for units w/ 1,001 - 2,999 lines)	% of trouble reports	0.48	0.58	0.58	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Min.		Total # of working lines	0.40	0.00	0.00	#BIV/0.	#BIV/0:	#B1770:	#B1V/0:	#B1 V/O.	#BIV/0:	#B1770.	WDIV/O.	#BIV/0.
Σ	10% (10 per 100 working lines	Total # of trouble reports												+
	for units w/ ≤ 1,000 lines)	% of trouble reports												+
		Total # of outage report tickets	3	5	2									+
		Total # of repair tickets restored in < 24hrs	3	5	2									+
Adju		% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	#DIV/0!	#DIV/0!	100.00	#DIV/0!	#DIV/0!	#DIV/0!			+
	of Service Report	Sum of the duration of all outages (hh:mm)	21:56	45:57	10:33									
Min.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	7:18	9:11	5:16									+
		Indicate if catastrophic event is in month	7.10	0.11	0.10									+
		Total # of unadjusted outage report tickets	4	5	3									+
Unac	djusted	Total # of all repair tickets restored in < 24hr	4	5	2									+
	of Service Report	% of repair tickets restored ≤ 24 Hours	100.00	100.00	66.67	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
-	or control respons	Sum of the duration of all outages (hh:mm)	27:23	45:57	79:43									1
		Avg. unadjusted outage duration (hh:mm)	6:50	9:11	26:34									+
		Number of customers who received refunds	0.00	0	0	0	0	0	0	0	0	0	0	,
Refu	nds	Monthly amount of refunds	0	0	0	0	0	-		,	0	0	0	,
		,	٥	٥	J			<u> </u>				<u> </u>		1
Answ	er Time (Trouble Reports "TR", Billing &	Total # of calls for TR, Billing & Non-Billing						1						
INOLI-E	illing) with standard = 60% of calls 2 60	Total # of call seconds to reach live agent												\vdash
	ds to reach live agent (w/ a menu option ch live agent)	% ≤ 60 seconds												\vdash
to rea	on live agent)							1				l .	l	

Primary Utility Contact Information